

DATE ISSUED: August 29, 2000

REPORT NO. 00-171

ATTENTION: Honorable Mayor and City Council

SUBJECT: Citywide Volunteer Program Annual Report

REFERENCE: Manager's Report No. 99-168 (August 18, 1999)

### SUMMARY

THIS IS AN INFORMATION ITEM ONLY. NO ACTION IS REQUIRED ON THE PART OF THE CITY COUNCIL.

### BACKGROUND

A citywide volunteer coordinator was appointed in December 1995 to implement a comprehensive citywide volunteer program. In February 1996, the City Council adopted a Council Policy on Utilization of Volunteers (300-1), which stated the Council's intent to: optimize the use of volunteers in city departments; implement a citywide volunteer program; pro- actively recruit, place, and recognize volunteers; and extend workers' compensation and liability coverage to authorized city volunteers.

### DISCUSSION

The Citywide Volunteer Program Manager works with volunteer managers and supervisors in all city departments to build volunteer programs, and support those already existing.

#### Volunteer Recruitment

The Citywide Volunteer Program assists city departments in volunteer recruitment through the development and distribution of over 10,000 *Volunteer Opportunities* brochures and bulletins each year to branch libraries, recreation centers, senior centers, high schools, colleges, military, and other organizations. Current volunteer opportunities information is provided on the City of San Diego Volunteer Program Web Page, which includes an e-mail application, as well as through the City's Just Call system, which includes a fax option. The volunteer program is also publicized through public service announcements and the City's Government Access Channel. Volunteer Program staff participate in high school and college career fairs and other special events to recruit volunteers.

#### Volunteer Recognition

Volunteer recognition is important in retaining volunteers. This year, the City Council honored city volunteers by declaring the entire month of April 2000 "City of San Diego Volunteer Month," which also coincided with National Volunteer Week (April 9-15). The Citywide Volunteer Program, in partnership with the United Way Volunteer Center, the Mayor's Office, and the Central Balboa Park Association, arranged for the donation of 5,000 free passes good for the entire month of April to Balboa Park museums, the Zoo, and other local attractions to give to city volunteers and United Way agency volunteers. Additionally, the Padres donated 5,000 free tickets, and Sea World provided 5,000 discount coupons for volunteers. Many city departments held their volunteer recognition lunch or dinner events during April.

#### Volunteer Statistics

**During FY 2000, 37,506 volunteers contributed 1,127,593 hours of volunteer time to city departments and programs** (see attachment). This is a slight increase over the total volunteers in 1999 (36,885), and a 23% increase over the total number of volunteers reported in FY 98 (28,530). Volunteer hours increased slightly over the 1999 total of 1,119,256 hours, and 40% over the 1998 total of 682,717 hours. The average number of hours worked per volunteer citywide stayed constant at about 30 hours.

#### Cost Savings

Using the national average value of \$14.30 per hour for volunteer time, provided by the Points of Light Foundation, **the total value to the City of San Diego of the 1,127,593 hours of volunteer time in FY 2000 is estimated to be \$16,124,579.**

Respectfully submitted,

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Ann Hix  
Citywide Volunteer Program Manager

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Approved: Bruce Herring  
Deputy City Manager

HERRING/ABH

Attachment: Fiscal Year Summary of Department Volunteer Programs

*City of San Diego Citywide Volunteer Program*  
**FISCAL YEAR SUMMARY OF DEPARTMENT VOLUNTEER PROGRAMS<sup>1 2</sup>**

**August 17, 2000**

<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>
AUDITOR	Support Services	-	3	1	-	1,635	152
CITY ATTORNEY	Criminal Division	82	76	95	10,721	8,365	11,797
	Civil Division	12	14	7	440	6,892	3,136
	Law Library	<u>3</u>	<u>2</u>	<u>2</u>	<u>106</u>	<u>105</u>	<u>25</u>
	Total	97	92	104	11,267	15,362	14,958
CITY CLERK	Records Management and Information Division	26	28	16	7,111	7,220	4,273
COMPETITION AND ORGANIZATION EFFECTIVENESS	Competition	-	7	7	-	250	250
	- <i>Advisory Panel</i>	-	7	7	-	250	250
	Organization Effectiveness	<u>3</u>	-	<u>1</u>	<u>800</u>	-	<u>73</u>
Total	3	7	8	800	250	323	
ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES	Economic Dev & Red	-	1	-	-	1,242	-
	- Enterprise Zone Program	-	1	-	-	1,242	-
	- <i>Business Impr.Districts</i>	154	154	250	18,240	18,240	12,000
	(15)	8	8	9	384	384	225
	- <i>Small Business Advisory Bd.</i>	17	17	16	400	612	320
	- <i>Enterprise Community Advisory Board</i>	-	83	83	-	4,395	4,395
	- <i>Project Area Committees</i>	-	-	5	-	-	108
	- <i>Project Area Committees</i>	-	-	12	-	-	360
	- <i>Tourism Support Rev. Panel</i>	-	-	10	-	-	200
	- <i>Citizens Review Committee</i>	<u>12</u>	<u>16</u>	<u>19</u>	<u>720</u>	<u>1,179</u>	<u>224</u>
- <i>Barrier Removal Subcmte</i>	191	279	404	19,744	26,052	17,832	
Community Services							
- <i>Weed &amp; Seed Advisory Bd.</i>							
Total							
<b>BUSINESS</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers</b>	<b>Volunteers</b>	<b>Volunteers</b>	<b>Volunteer Hours</b>	<b>Volunteer Hours</b>	<b>Volunteer Hours</b>

<b>CENTER OR DEPARTMENT</b>		FY 98	FY 99	FY 00	FY 98	FY 99	FY 00
<b>EMPLOYEE RELATIONS &amp; SPECIAL PROJECTS</b>	Citywide Volunteer Program	5	1	--	207	48	--
	Commission for Arts & Culture	1	8	17	125	140	3,040
	- <i>Advisory Committees (17)</i>	90	130	305	4,590	4,780	4,246
	Convention Center Expansion	--	1	--	--	750	--
	Stadium Painting Project	452	--	--	2,182	--	--
	<b>Total</b>	548	140	322	7,104	5,718	7,286
<b>ENGINEERING AND CAPITAL PROJECTS</b>	Transportation & Drainage Design; Public Buildings & Parks; Field Engineering	11	15	1	304	224	160
	- <i>Citizens Equal Opportunity Commission</i>	8	5	5	192	120	120
	- <i>MEGA Construction Project Oversight Committee</i>	--	46	--	--	825	--
	- <i>Consultant Nominating Committee</i>	<u>10</u>	<u>9</u>	<u>9</u>	<u>780</u>	<u>670</u>	<u>550</u>
	<b>Total</b>	29	75	15	1,276	1,839	830
<b>ENVIRONMENT A L SERVICES</b>	Landfill Revegetation Program	73	205	129	297	702	387
	Environmental Programs	1,013	22	25	8,483	71	72
	- <i>Waste Management Advisory Board</i>	8	6	6	96	48	6
	- <i>Managers Committee on Waste Reduction</i>	<u>9</u>	<u>9</u>	<u>--</u>	<u>189</u>	<u>189</u>	<u>--</u>
	<b>Total</b>	1,103	242	160	9,065	1,010	465
<b>FIRE AND LIFE SAFETY</b>	Fire Hazard & Prevention	21	22	13	1,780	4,026	3,419
	Training & Education	75	302	198	7,308	8,095	8,626
	Maintenance & Material	--	--	<u>7</u>	--	--	<u>408</u>
	<b>Total</b>	96	324	218	9,088	12,121	12,453
<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>
<b>HOUSING COMMISSION</b>	Residents Services	32	55	18	1,631	3,580	1,142
	- <i>SD Housing Commission</i>	4	7	7	384	672	504

	<i>Board</i>		7	7	273	273	136
	- <i>Loan Committee</i>	<u>7</u>	<u>7</u>	<u>7</u>	<u>70</u>	<u>56</u>	<u>112</u>
	- <i>Housing Development Partners</i>	50	76	39	2,358	4,581	1,894
	Total						
INFORMATION TECHNOLOGY & COMMUNICATION	Information Technology Communications	3	5	3	240	460	350
		--	<u>1</u>	--	--	<u>76</u>	--
	Total	3	6	3	240	536	350
LIBRARY	Central/Branch Libraries	1,261	1,469	1,374	61,696	59,152	63,249
	- <i>Friends of Libraries</i>	612	612	612	24,545	24,545	27,000
	- <i>Board of Library Commissioners</i>	7	7	7	288	168	252
	READ/San Diego Literacy	686	670	653	52,018	47,779	49,050
	- <i>Friends of READ/San Diego</i>	<u>65</u>	<u>65</u>	<u>63</u>	<u>900</u>	<u>1,916</u>	<u>1,751</u>
	Total	2,631	2,823	2,709	139,447	133,560	141,302
MANAGER	Community Service Centers	--	15	33	--	1,085	865
	- <i>Citizens Review Board on Police Practices</i>	23	23	23	5,520	5,520	3,680
	- <i>Citizens Advisory Board on Police/Community Relations</i>	15	15	15	180	--	0
	Human Relations Commission	--	19	29	--	376	1,260
	- <i>Human Relations Commission Board</i>	--	<u>20</u>	<u>13</u>	--	<u>2,180</u>	<u>2,312</u>
	Total	38	92	113	5,700	9,161	8,117
BUSINESS CENTER OR DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 98	Volunteers FY 99	Volunteers FY 00	Volunteer Hours FY 98	Volunteer Hours FY 99	Volunteer Hours FY 00
METROPOLITAN WASTEWATER	Administration						
	- <i>Oversight Committee</i>	--	--	7	--	--	496
	Operations & Maintenance	385	442	329	1,513	2,054	1,002
	- <i>Wastewater Collection Advisory Committee</i>	--	2	2	--	6	6
	- <i>Program Oversight Committee</i>	--	10	10	--	112	112
	- <i>South Bay Community</i>						

	<i>Advisory Committee - South Bay Business Plan Advisory Committee Total</i>	<u>--</u> 385	<u>15</u> 481	<u>15</u> 375	<u>--</u> 1,513	<u>260</u> 2,632	<u>260</u> 2,076
NEIGHBORHOOD CODE COMPLIANCE	Code Compliance Graffiti Control Vacant Properties Program <i>- Vacant Properties Team Total</i>	262 796 <u>7</u> 1,065	248 381 <u>6</u> 635	230 836 <u>--</u> 1,066	9,728 2,436 <u>59</u> 12,223	7,720 1,489 <u>48</u> 9,257	5,496 3,295 <u>--</u> 8,791
PARK AND RECREATION	Recreation Centers & Parks; Open Space & Regional Parks; Playgrounds; Pools; Golf Courses; Disabled Services; Senior Services <i>- Recreation Councils, Advisory Committees, Foundations - Park and Recreation Board Total</i>	14,499  <i>6,042</i> <u>11</u> 20,552	19,648  <i>5,399</i> <u>11</u> 25,058	21,353  <i>5,727</i> <u>11</u> 25,386	199,423  <i>45,997</i> <u>264</u> 245,684	198,126  <i>18,353</i> <u>264</u> 216,543	195,794  <i>44,115</i> <u>330</u> 240,239
<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>
PLANNING AND DEVELOPMENT REVIEW	Information & Application Services Long Range Community Planning <i>- Planning Groups (41) - Planning Commission - Historical Site Board - La Jolla Shores Adv. Board - Old SD Design Review Bd Total</i>	27  <i>184</i> <i>7</i> <i>--</i> <i>--</i> <u>--</u> 230	39  <i>620</i> <i>7</i> <i>--</i> <i>--</i> <u>--</u> 666	34  <i>635</i> <i>7</i> <i>15</i> <i>7</i> <u>8</u> 706	1,347  <i>8,448</i> <i>672</i> <i>--</i> <i>--</i> <u>--</u> 10,467	12,180  <i>27,900</i> <i>672</i> <i>--</i> <i>--</i> <u>--</u> 40,752	4,410  <i>27,500</i> <i>672</i> <i>1,800</i> <i>336</i> <u>336</u> 35,054
POLICE	RSVP VIP Crisis Intervention	<i>Programs not reported separately</i>	494 370 64 47	495 380 73 31	<i>Programs not reported separately</i>	125,476 45,830 5,784 16,122	127,877 48,914 6,747 18,121

	Police Reserves		59	61		2,680	2,200
	Emergency Management Language Interpreters	1,109	<u>1,096</u>	<u>1,102</u>	183,990	<u>196,476</u>	<u>204,159</u>
	Sub To	215	359	460	2,590	4,715	5,098
	STAR/PAL Youth Program	--	--	40	--	--	800
	-Board of Directors/Cmtes	--	45	60	--	5,340	7,340
	Police Cadet Program	--	2,200	<u>2,200</u>	--	<u>396,000</u>	<u>396,000</u>
	School Safety Patrol Program	1,324	3,700	3,862	186,5800	602,531	613,397
	Total						
REAL ESTATE ASSETS	Information Management Facilities Maintenance	1	--	1	115	--	252
	Total	--	--	--	--	--	--
		1		1	115		252
RISK MANAGEMENT	Workers Comp, Employee Benefits, Admin., Safety	--	10	6	--	1,576	1,572
<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>
TRANSPORTATION	Disabled Parking Enforcement Streets Division	39	37	35	11,092	10,572	10,675
	- People for Trees	30	2,000	1,877	200	6,000	3,754
	Total	--	--	15	--	--	900
		69	2,037	1,927	11,292	16,572	15,329
TREASURER	Business Tax	1	1	--	1,059	648	--
WATER	Operations	1	24	3	4	6,494	198
	- Lake Murray	50	10		340	225	
	- Friends of Lake Murray	50	50	50	240	240	240
	Management Services	--	16		--	2,681	
	- Water Citizens Advisory	--	10	10	--	60	210

	<i>Board</i>						
	Total						
	<i>TOTAL Boards/Commissions</i>	7,357	7,388	8,056	113,431	114,687	137,064
	TOTAL All Other Volunteers	21,223	29,497	29,450	569,286	1,004,569	990,529
	GRAND TOTAL	28,530	36,885	37,506	682,717	1,119,256	1,127,593